

## ONGOING CHANGE MANAGEMENT PLAN

### TWC Ongoing Change Management:

TWC's Ongoing Change Management Process will ensure that changes that will impact DIR or its Customers are communicated to DIR at least ten (10) business days prior to execution. TWC will ensure that RFC procedures are followed and that the required information is included in each request.

TWC will ensure that Request for Change (RFC) procedures are followed and that the required information is included in each request. In addition, TWC will also provide a detailed reason for the proposed change as well as the TWC assigned priority. The term RTN refers to the TWC Regional Transport Network, which shall include the following information at a minimum:

1. Vendor Name
2. Change Requestor
3. Proposed Change
4. Reason for the proposed change
5. Change Priority
6. Change Category
7. Affected Circuits
8. Affected Sites
9. Implementation methodology and the requirements (if any) of other entities including other vendors, DIR, or DIR customers
10. Expected change result
11. Proposed change date
12. Proposed change time
13. Duration
14. Back-out Procedures
15. Contact name
16. Contact phone
17. Contact email

### Change Release Management Reports

TWC will provide Infrastructure Change/Release Management Reports on a weekly basis as required. TWC may, at its discretion provide a more detailed report.

### Coordination of Change Activities

TWC will be responsible for coordinating the activities of all Changes with DIR and other Vendors as necessary to ensure that appropriate resources are available for monitoring, testing and implementation.

- Telephone Correspondence
  - Notifications via telephone are required when the window for notification is less than ten (10) days. Any change outside the ten (10) business day notification is considered an emergency change. An email may also be sent but correspondence via telephone to advice of the maintenance will be required as well.

TWC will agree to contact both the customer and DIR to fulfill this need.

- Email Correspondence
- When notifying customers via email there must be at least a ten (10) day window before the maintenance is to be performed. Email will be sent to the person(s) listed in the TWC customer database as “technical” or “customer contact.”  
DIR will provide TWC with appropriate contact information to ensure that notifications are completed as required.
- DIR will provide acknowledgement to TWC after the RFC has been reviewed by DIR’s Change Management Board (CMB).
- TWC understands that the DIR CMB has the authority to authorize the change, postpone the change, or deny the change for the following reasons:
  - Risk is too high
  - Change does not make business sense
  - Resources are not available
  - Not enough information was provided to support the change
  - Scheduling conflicts
- DIR may request that changes be made outside of standard change windows on an individual case basis (ICB)

Acceptance of any service from TWC is considered completed on the go live date and the customer begins using delivered services.

#### Rescheduling Change Management

Customer/Vendor requests for maintenance/change ticket reschedules will be reviewed within 24 business hours. If determined that the change ticket can be rescheduled, then the process will start over the **Change Management Notification** with the revised schedule date. TWC will work with DIR on rescheduling conflicts until a change date can be mutually agreed to.

#### After Action Report (AAR)

TWC will provide an After Action Report (AAR), including root cause analyses and corrective actions, following any unsuccessful Change or any Change which results in an unexpected negative impact to DIR or Customers. This report shall be provided within three (3) business days of the change incident. If root cause cannot be determined within three (3) business days, the Vendor shall notify DIR of its timeframe to identify root cause and provide a complete AAR.

#### TWC Emergency Changes

In the event that an emergency change affecting DIR or its Customers is made without proper notice to DIR prior to the change, TWC will provide DIR with an AAR (even if the change was successful). In addition, TWC will provide a follow up RFC and document the Change in the Change/Release Management Report. TWC will make every effort to contact customers that are identified as being affected by the change via telephone prior to the change.



TWC Change Categories:

- A.** Major: Involves potential impact on the highest percentage of users. The Change may be new technology or a configuration Change that will likely cause Downtime of the network or a Service. These changes shall be kept to a minimum.
- B.** Significant: Affects a high percentage of users. The Change is a nonstandard Change that may involve Downtime of the network or a Service.
- C.** Minor: Affects a smaller percentage of users and risk is less because of the organization's experience level with the proposed Change. It differs from a routine Change in that although the risk is low, the Change may not have been performed before or is rarely performed.
- D.** Routine: Affects the smallest percentage with minimal or no impact/risk to users and has a set release process where tasks are well-known and proven.

TWC Change Priorities:

TWC will support DIR's change priorities of High, Medium, and Low.